

How do I report a claim?

Filing a claim is easy. Follow our 3-step process to get your claim resolved quickly and efficiently.

STEP 1	VISIT protect.likewise.com/sasktel OR CALL CUSTOMER CARE AT (877) 412-5186	
STEP 2	CHOOSE TO REPAIR YOUR DEVICE OR RECEIVE YOUR REPLACEMENT	
STEP 3	PAY A DEDUCTIBLE	

*Repair availability is dependent on make/model, damage type, and location of repair centre.

The subscriber must file a claim within 60 days of the incident date. For a full list of details and claim qualifications, visit protect.likewise.com/sasktel.

The Wireless Device Protection Plan is an insurance offering. Policies are underwritten by Zurich Insurance Company Ltd (Canadian Branch) and administered by Likewise Device Protection, Ltd. Policies are arranged for by Likewise Device Protection, Ltd. Claims are handled by Crawford & Company (Canada) Inc. The Wireless Device Protection Plan is optional and is not required in order to purchase or lease wireless communication equipment. Coverage is subject to certain terms, conditions, limitations, and exclusions. The coverage offered may be available through another insurer and some coverages may be duplicate to coverage provided by another insurance policy.

Why sign up?

The Wireless Device Protection Plan Complete Coverage is your total protection option, designed to give you peace of mind. So when you accidentally leave your phone on the hood of your car or your dog turns your smartphone into a chew toy, we've got you covered. It's fast and easy to repair or replace your phone, so you don't have to worry about downtime.

Sign up today to avoid the price tag and headache that comes with a lost, stolen, damaged or malfunctioning phone. The chart below shows you just how much you could save with our Wireless Device Protection Plan!

RETAIL PRICE	SAVINGS Retail Price - (1 yr. Premium + Replacement Deductible)
\$800.00	\$468.00
\$1,600.00	\$1,144.00
\$2,100.00	\$1,520.00

SAVE 70%*

*Savings may vary depending on your program or device. This savings is based on a device with a retail price of \$1800.00 and submitting one approved claim (allotted 2) in a 12-month period.



Wireless Device Protection Plan

Complete Coverage

Complete Coverage

RETAIL VALUE	\$0 - \$699.99	\$700 - \$1499.99	\$1500 - \$1999.99	\$2000 - \$3000
MONTHLY PREMIUM	\$9	\$11	\$13	\$15
SCREEN REPAIR DEDUCTIBLE	\$39	\$39	\$39	\$39
DEVICE REPAIR DEDUCTIBLE	\$129	\$129	\$129	\$129
REPLACEMENT DEDUCTIBLE	\$150	\$200	\$300	\$400

Your premium and deductible are based on the non-contract, non-subsidized new retail of the model of your wireless device or phone on the purchase date. The deductible must be paid before you repair your device or receive your replacement equipment and is non-refundable. All pricing and fees are subject to applicable taxes.

WHAT'S COVERED?	Our comprehensive program covers an impressive range of incidents, including: loss, theft, accidental damage, screen repair/replacement, and malfunction after the manufacturer's warranty. This coverage is an insurance offering. Policies are underwritten by Zurich Insurance Company Ltd (Canadian Branch).
WHAT'S NOT COVERED?	While our program covers more than you can imagine, there are a few exceptions. Any normal wear and tear, pre-existing flaws, or cosmetic damage is not covered. Have questions or need more details? Your policy has the full details on what can and can't be reported.
WHEN AM I COVERED?	Coverage starts immediately if you enroll at the time of device purchase. Or, if you need a little time to think it over, enroll within 60 days of purchase and coverage will start immediately. Please note that your device must be fully operational and have no damage in order to still be eligible for coverage.
HOW WILL I BE BILLED?	Our low premiums are designed to provide coverage for anyone on a budget. This charge will appear on your monthly SaskTel wireless bill.
WHAT ARE THE CLAIM LIMITS?	You are limited to two (2) claims in any rolling twelve (12) month period with a \$3,000 maximum value limit per claim. When your claim limit is exhausted, you will have exhausted the coverage provided by the plan and will no longer have coverage. You will be notified when the claim limit has been reached.
WHAT TYPE OF REPLACEMENT EQUIPMENT WILL I RECEIVE?	Replacements are often new but on occasion may be reconditioned. While reconditioned equipment looks and functions like new, it may be of different colour, may have minor cosmetic flaws and may contain non-original manufacturer parts and accessories. If the exact make and model is not available, your replacement will be of like kind and quality.
WHAT HAPPENS IF YOUR DEVICE CANNOT BE REPAIRED?	If your phone can't be repaired, you may choose to have a replacement device shipped to you. Please note that in this instance you will be required to pay a Service Request Conversion Fee, which is the difference between the Repair Processing Fee and the Replacement Processing Fee prior to receiving your replacement device.
HOW DO I CANCEL?	We give you freedom of choice with the option of cancellation at any time. Visit your local SaskTel Store or Authorized Dealer or call SaskTel at (800) 727-5835 to cancel. You may receive a refund according to applicable law.

For complete details of insurance coverages, eligibility, conditions and exclusions, please refer to your complete Insurance Policy which is available at protect.likewise.com/sasktel in the Resources section. Please review these documents and download or print them for future reference.

Protect your mobile life.



When stuff happens...

We've got you covered.